TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

- **The system for priority provisioning and restoring national security emergency preparedness NS/EP telecommunications services**
- **TSP is the regulatory, administrative, and operational system authorizing priority treatment for NS/EP services**
- **Two types**
  - **Provisioning (getting the service installed)**
    - **Emergency**
    - **Essential**
  - **Restoration (returning the circuit to service after an outage)**

TELECOMMUNICATIONS SERVICE PRIORITY

- **Requires Vendors to Restore Services with TSP first. Priority Levels; 5 (Lowest) - 1 (Highest)**
- **No Restoration Timeframe**
- **Additional costs**

TSP GOVERNING AUTHORITY

- **DISAC 310-130-4**
- **DISAC 310-130-X, Chapter's 1, 2, 3 and Supplement 2**

TSP AUTHORIZATION CODE

TSP CONTROL IDENTIFIER

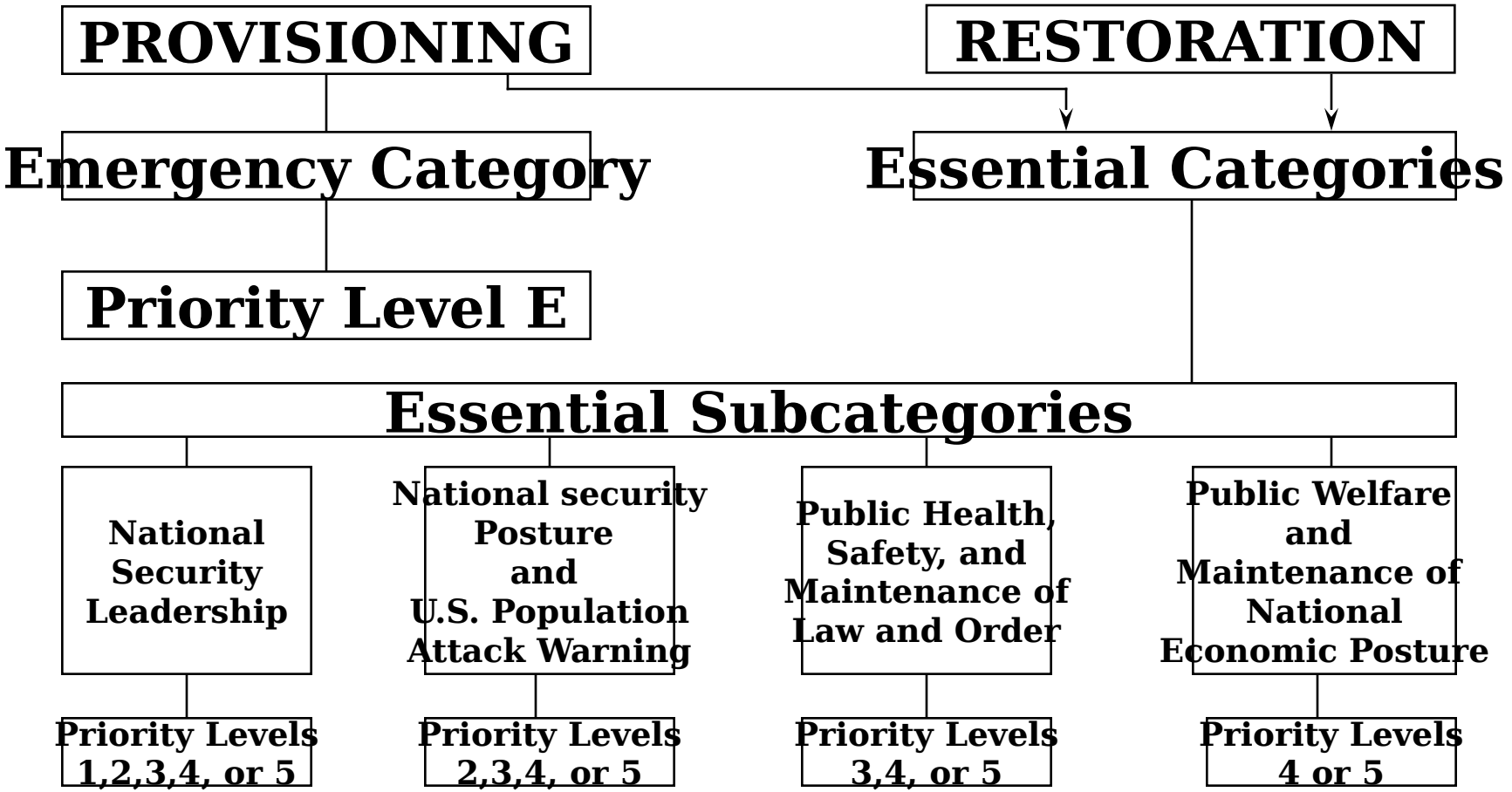
TSP CODE

TSP12345C

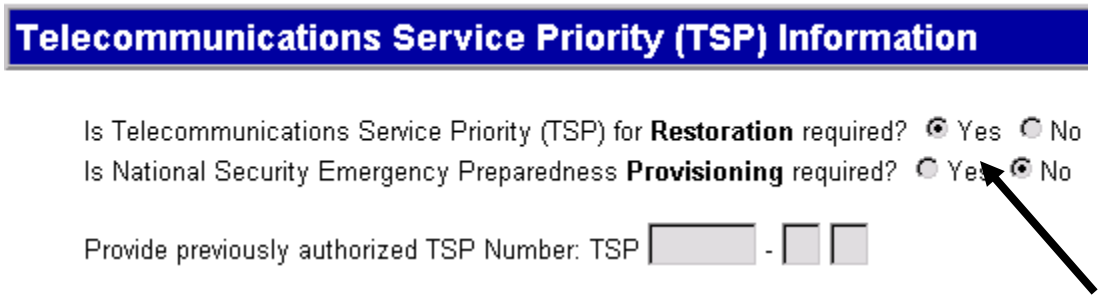
PROVISIONING PRIORITY

RESTORATION PRIORITY

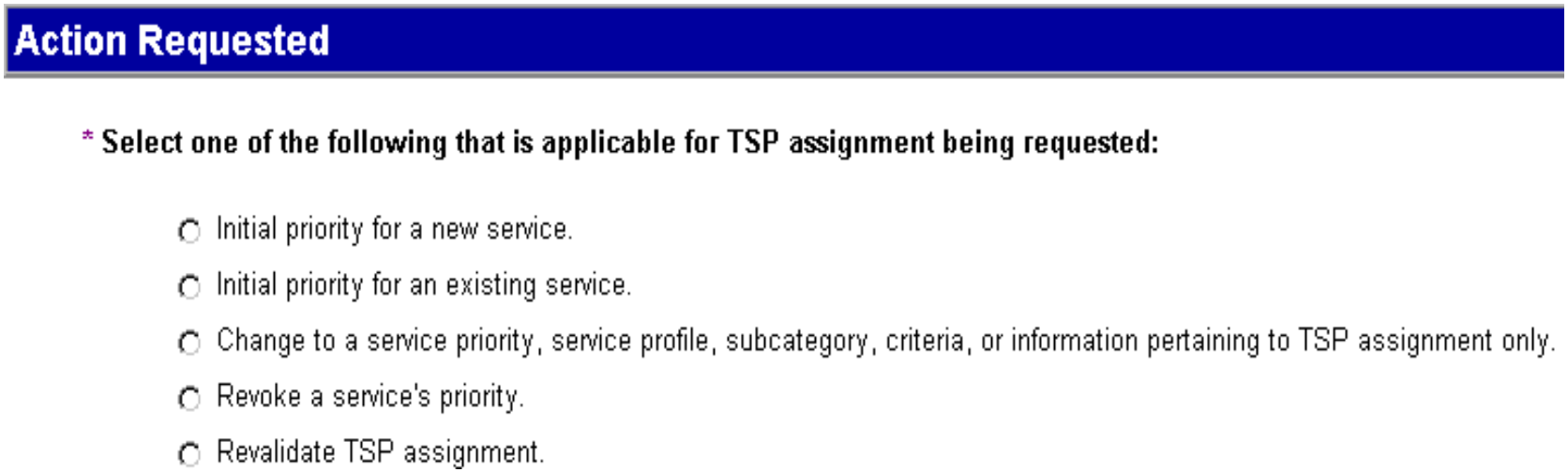
TSP SYSTEM CATEGORIES AND SUBCATEGORIES


PROVISIONING
RESTORATION
Emergency Category
Essential Categories
Priority Level E
Essential Subcategories
National Security Leadership
National security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of National Economic Posture
Priority Levels 1,2,3,4, or 5
Priority Levels 2,3,4, or 5
Priority Levels 3,4, or 5
Priority Levels 4 or 5

TSP INFORMATION


Telecommunications Service Priority (TSP) Information
Is Telecommunications Service Priority (TSP) for Restoration required? Yes No
Is National Security Emergency Preparedness Provisioning required? Yes No
Provide previously authorized TSP Number: TSP -

- **When the requestor clicks yes in the TSP restoration box on the TR, they are then taken over to the section concerning TSP ordering. The first thing the requestor does is to define what type of action is being requested on a circuit.**


Action Requested
* Select one of the following that is applicable for TSP assignment being requested:
Initial priority for a new service.
Initial priority for an existing service.
Change to a service priority, service profile, subcategory, criteria, or information pertaining to TSP assignment only.
Revoke a service's priority.
Revalidate TSP assignment.

TSP INFORMATION

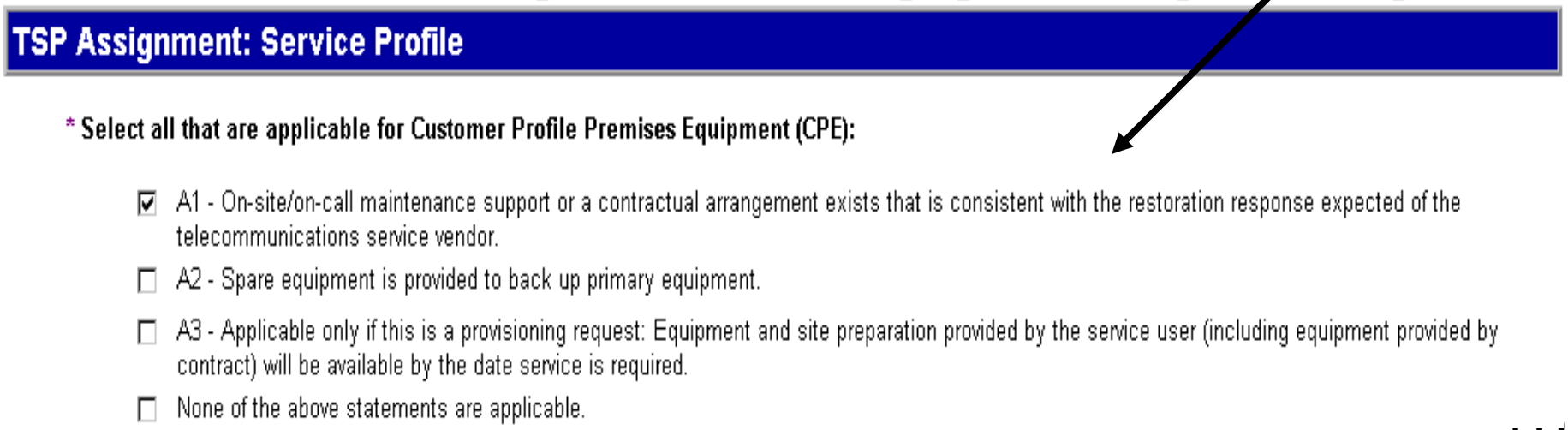
- **Action Requested,** carefully consider the following items and select the appropriate choice from the following list:
  - Initial priority for a new service. Select to request a TSP assignment for a new service.
  - Initial priority for an existing service. Select to request a TSP assignment for an existing service that currently has no TSP assignment.
  - Change to a service priority, service profile, subcategory, criteria, or information pertaining to TSP assignment only. Select to request changes in service priority (up or downgrading). Also, enter any other changed information (e.g., service profile, subcategory, or criteria) as appropriate.
  - Revoke a service's priority. Select to request that a TSP assignment be revoked. (The requesting activity will receive a revocation notice from the TSP Program Office containing a TSP Authorization Code ending in 00 (zero-zero).) A revocation is requested if the service should no longer receive priority treatment or if the service is to be disconnected. The next service order to the service vendor is to contain the TSP Authorization Code ending in 00. If this item is selected, the TSP number must be provided.
  - Revalidate a service's priority. Select to revalidate a TSP assignment. If this item is selected, the TSP number must be provided.

TSP INFORMATION (cont)

- **Service Profile.** This section is used to determine which of the following service profile elements and details apply to this service. The service profile elements and service profile element details describe attributes of a service that are under the control of a service user. Additional profile element/detail identifiers should be specified in the supplement information field.
- The TSP Service Profile consists seven areas which must be addressed.
  - **Customer premise equipment**
  - **Customer premise wire**
  - **Operations**
  - **Tech control/fault isolation**
  - **Service testing**
  - **First service/diversity**
  - **Facility/site access**

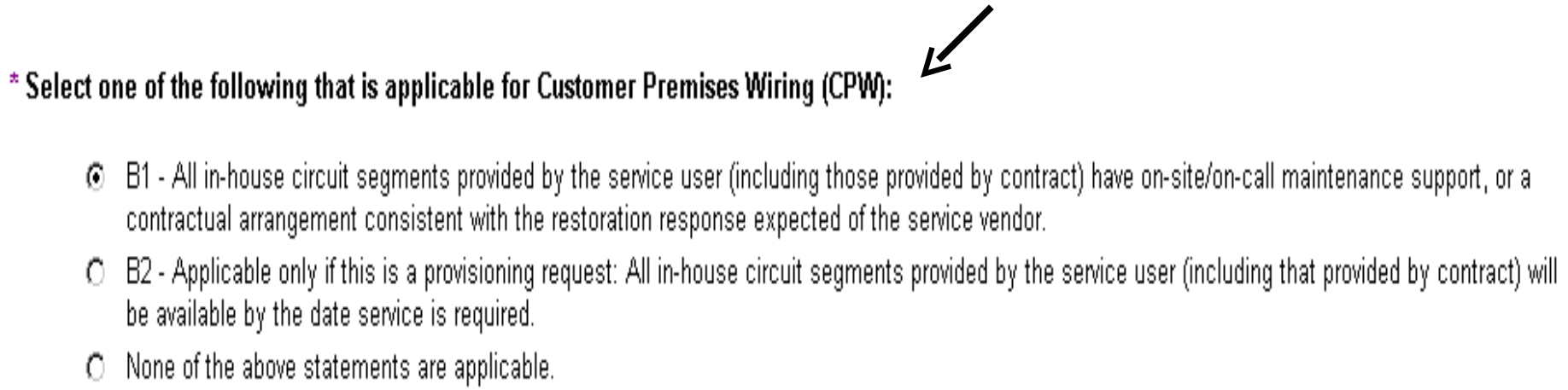
TSP INFORMATION (cont)

- **Customer Premises Equipment (CPE).** CPE is equipment provided by the service user, whether through contract, as government-provided equipment, or a combination to interface with vendor-provided service. Examples include modem and terminal equipment (e.g., cryptographic equipment, teletype, radio, facsimile, satellite earth terminals, switch, telephone, sensor, cable head) supporting the service for which a priority level is being requested. This profile element includes spare terminal equipment, repair CPE parts,


TSP Assignment: Service Profile
* Select all that are applicable for Customer Profile Premises Equipment (CPE):
A1 - On-site/on-call maintenance support or a contractual arrangement exists that is consistent with the restoration response expected of the telecommunications service vendor.
A2 - Spare equipment is provided to back up primary equipment.
A3 - Applicable only if this is a provisioning request: Equipment and site preparation provided by the service user (including equipment provided by contract) will be available by the date service is required.
None of the above statements are applicable.

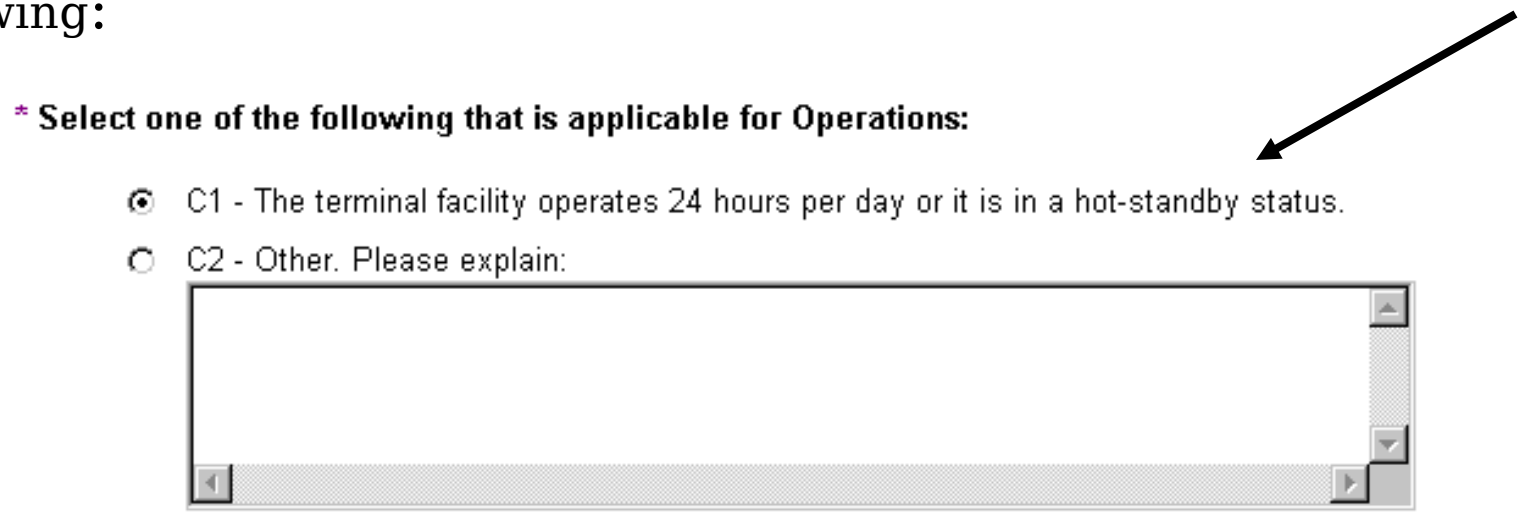
TSP INFORMATION (cont)

- **Customer Premises Wiring (CPW).** CPW includes all "in-house" circuit segments that are normally provided by the service user, whether through contract or as service user owned wiring on the "user" side of a demarcation (demarc) point. The demarc is that point, agreed upon mutually by the telecommunications service vendor and the service user, where operational control or ownership changes from one entity to another. In-house wiring that extends service from the demarc point is the responsibility of the service user. This service may be provided by the service user or under contract to the service user. Select from one of the following:


* Select one of the following that is applicable for Customer Premises Wiring (CPW):
B1 - All in-house circuit segments provided by the service user (including those provided by contract) have on-site/on-call maintenance support, or a contractual arrangement consistent with the restoration response expected of the service vendor.
B2 - Applicable only if this is a provisioning request: All in-house circuit segments provided by the service user (including that provided by contract) will be available by the date service is required.
None of the above statements are applicable.

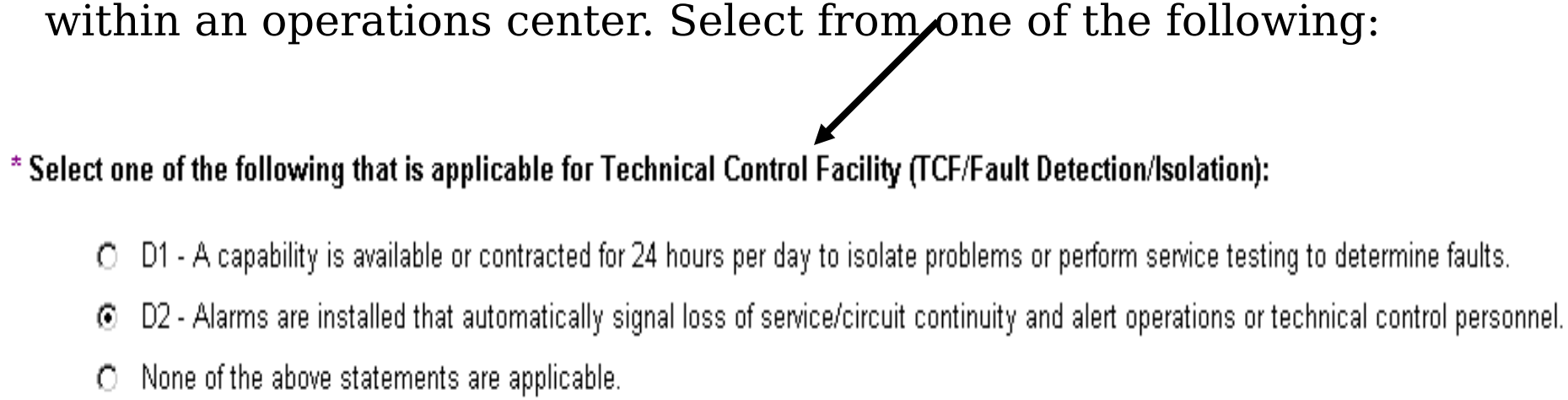
TSP INFORMATION (cont)

- **Operations.** Operations refers to the number of hours per day that a facility is manned or, if unmanned, operational. Unmanned terminals (such as sensors) tied to a central facility that monitors them 24 hours per day are considered to be operational 24 hours per day. Facilities that are in "hot-standby" and can be activated in a short time span are also considered to be operational 24 hours per day. Priorities for services to facilities such as alternate headquarters, which are not active until manned, may be requested as though the service facilities are operational 24 hours per day and an explanation should be provided in the Supplemental Information field of the Request. Select from one of the following:


* Select one of the following that is applicable for Operations:
C1 - The terminal facility operates 24 hours per day or it is in a hot-standby status.
C2 - Other. Please explain:

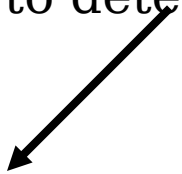
TSP INFORMATION (cont.)

- **Technical Control Facility (TCF)/Fault Detection/Isolation.** This profile element refers to the capability to detect and isolate a problem within a system. This function may be performed by the service user or by a service vendor under contract to the service user. It may be the function of a patch and test facility located within an operations center. Select from one of the following:


* Select one of the following that is applicable for Technical Control Facility (TCF/Fault Detection/Isolation):
D1 - A capability is available or contracted for 24 hours per day to isolate problems or perform service testing to determine faults.
D2 - Alarms are installed that automatically signal loss of service/circuit continuity and alert operations or technical control personnel.
None of the above statements are applicable.

TSP INFORMATION (cont)

- **Service Testing.** Service testing refers to periodic quality control tests that are performed to ensure that service being provided falls within certain parameters. The service vendor normally does such testing. With service user owned systems, contract personnel or service user employees may do periodic testing. Select "Yes" or "No" to the following statement: the service will undergo periodic testing to determine quality and reliability.

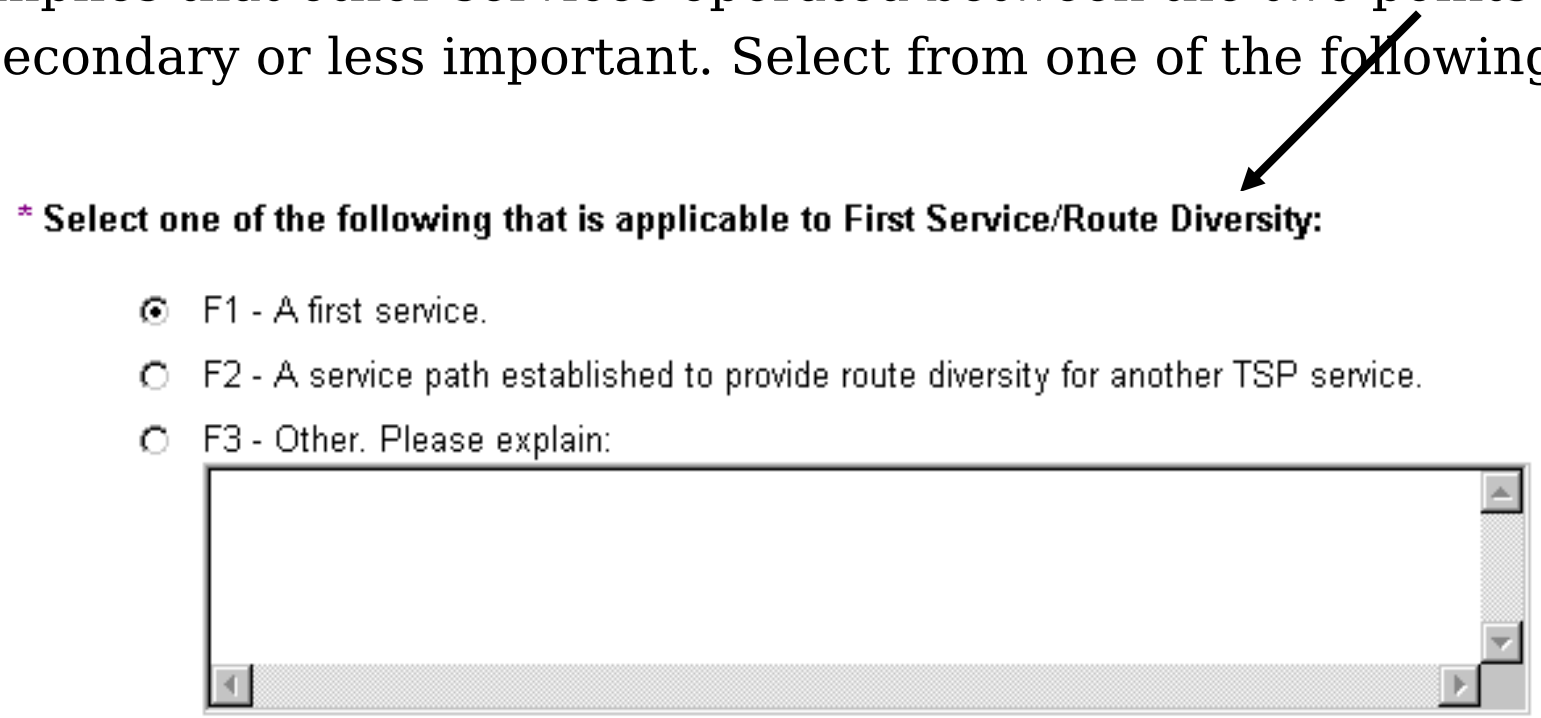


*** Is the following statement applicable to Service Testing?**
"The service will undergo periodic testing to determine quality and reliability."

- (•) E1 - Yes
- ( ) No

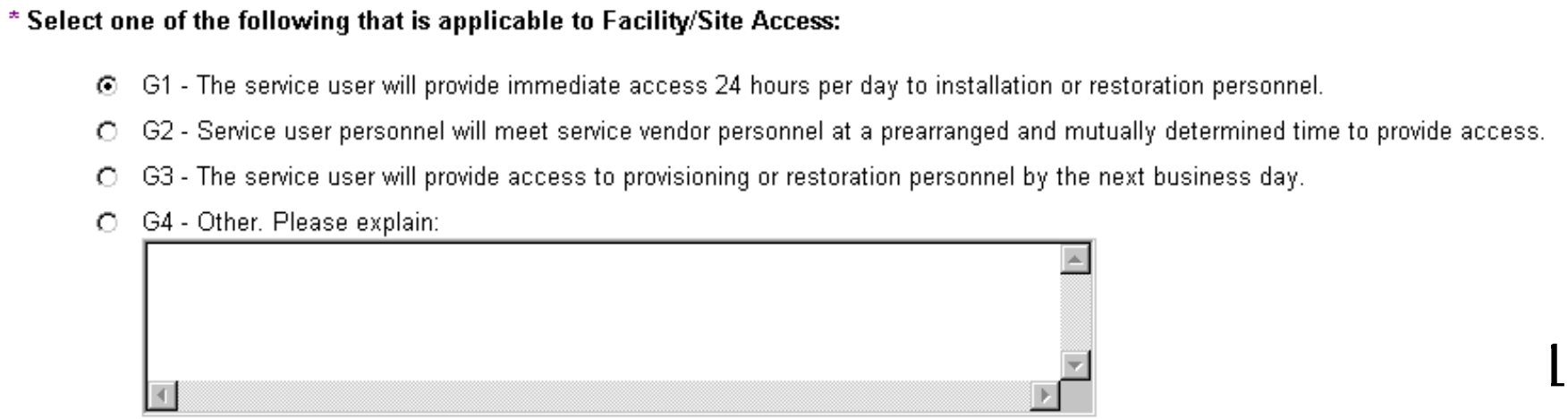
TSP INFORMATION (cont)

- **First Service/Route Diversity**. First service/route diversity refers to the availability of more than one telecommunications path between service points. "First Service" designates the primary or most important service between service points. It implies that other services operated between the two points are secondary or less important. Select from one of the following:


* Select one of the following that is applicable to First Service/Route Diversity:
F1 - A first service.
F2 - A service path established to provide route diversity for another TSP service.
F3 - Other. Please explain:

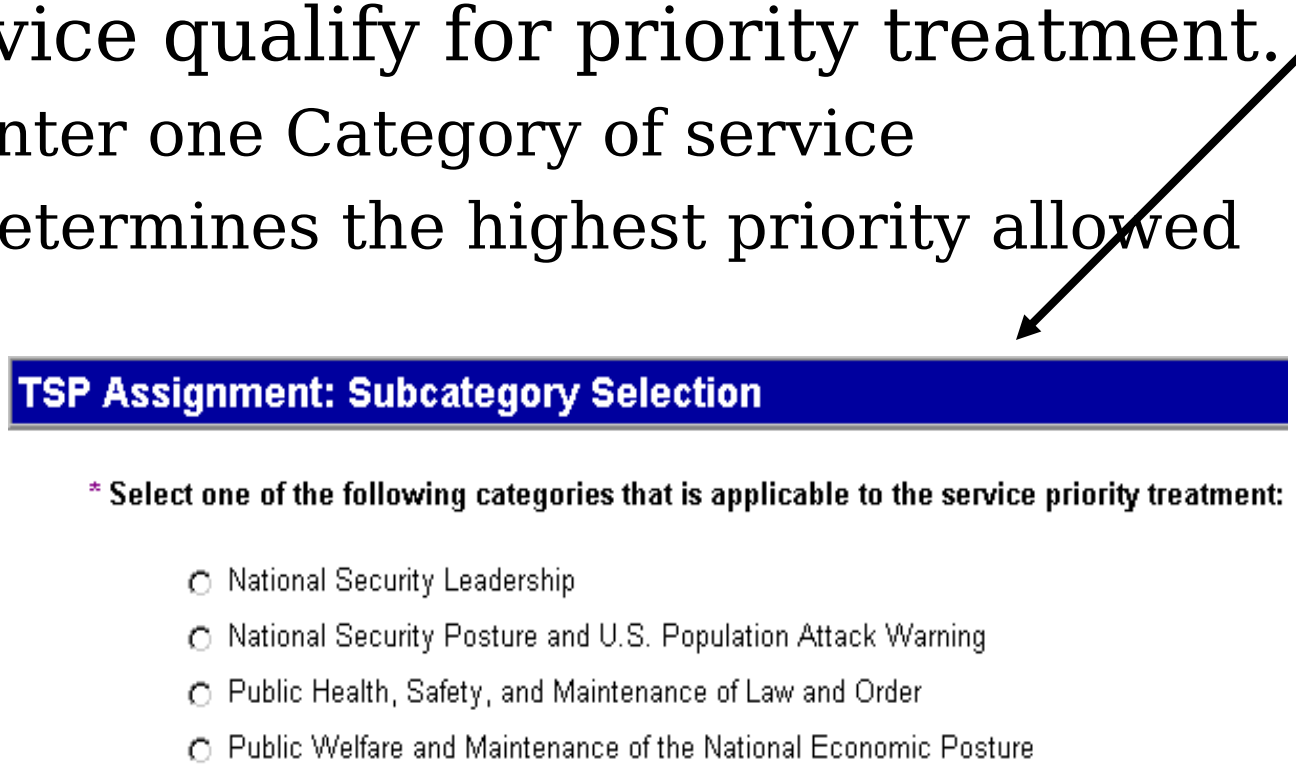
TSP INFORMATION (cont)

- **Facility/Site Access**. Facility/site access refers to the ease with which provisioning or restoration personnel can enter a site. If provisioning or restoration efforts require facility/site access, the service user must coordinate with all concerned parties and be prepared to grant site access and provide escorts when necessary. If sites may not be entered by provisioning or restoration personnel because of security restrictions, the service user must provide enough spare equipment to permit continued operation. Repairs done by removing equipment or components from the site and providing them to repair personnel off-site are considered adequate for meeting the intent of this profile element.


* Select one of the following that is applicable to Facility/Site Access:
G1 - The service user will provide immediate access 24 hours per day to installation or restoration personnel.
G2 - Service user personnel will meet service vendor personnel at a prearranged and mutually determined time to provide access.
G3 - The service user will provide access to provisioning or restoration personnel by the next business day.
G4 - Other. Please explain:

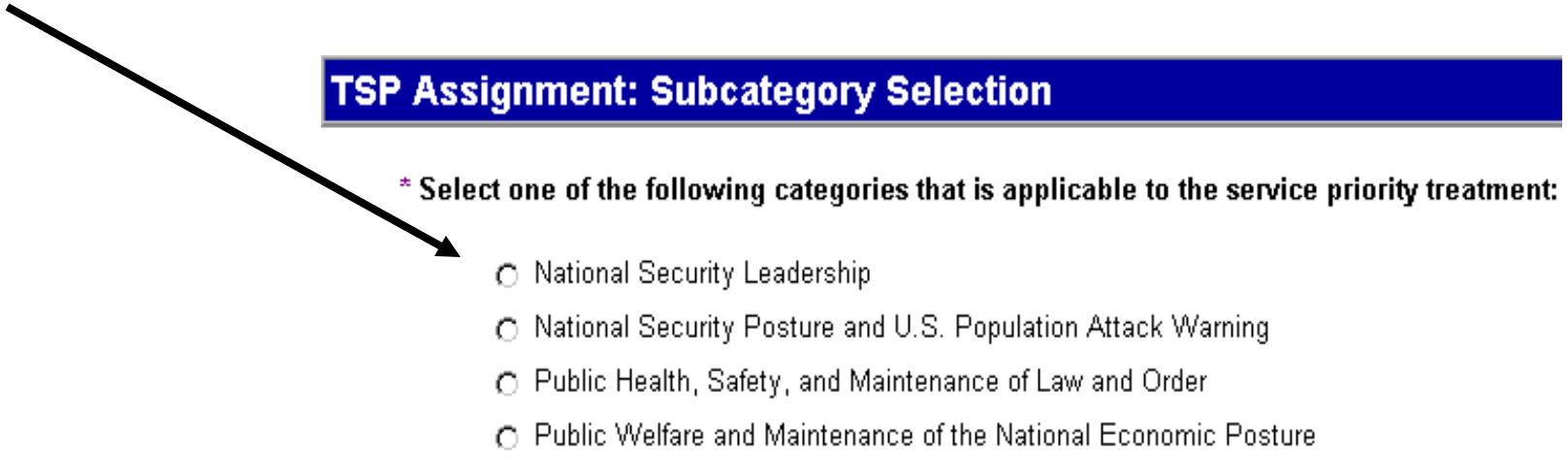
TSP INFORMATION (cont)

- **Restoration Subcategory:** Under which of the following categories does this service qualify for priority treatment.
  - Enter one Category of service
  - Determines the highest priority allowed


TSP Assignment: Subcategory Selection
* Select one of the following categories that is applicable to the service priority treatment:
National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of the National Economic Posture

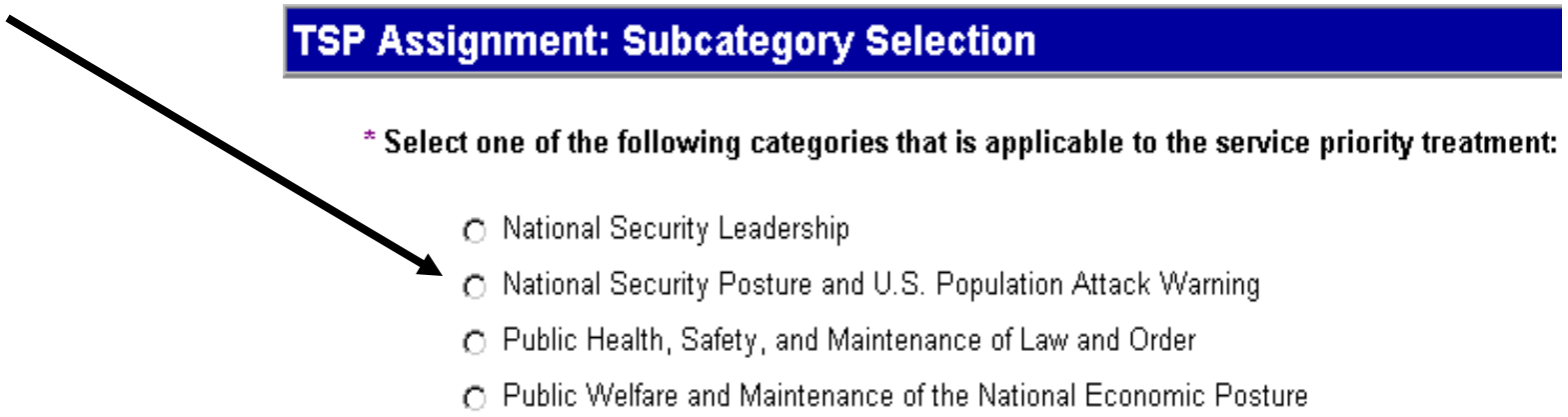
TSP INFORMATION (cont)

- **National Security Leadership.** This subcategory is strictly limited to only those telecommunications services essential to national survival if nuclear attack threatens or occurs, and critical orderwire and control services necessary to ensure the rapid and efficient provisioning or restoration of other NS/EP telecommunication services. Services in this subcategory are those for which a service interruption of even a few minutes would have serious adverse impact upon the supported NS/EP function.


TSP Assignment: Subcategory Selection
* Select one of the following categories that is applicable to the service priority treatment:
National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of the National Economic Posture

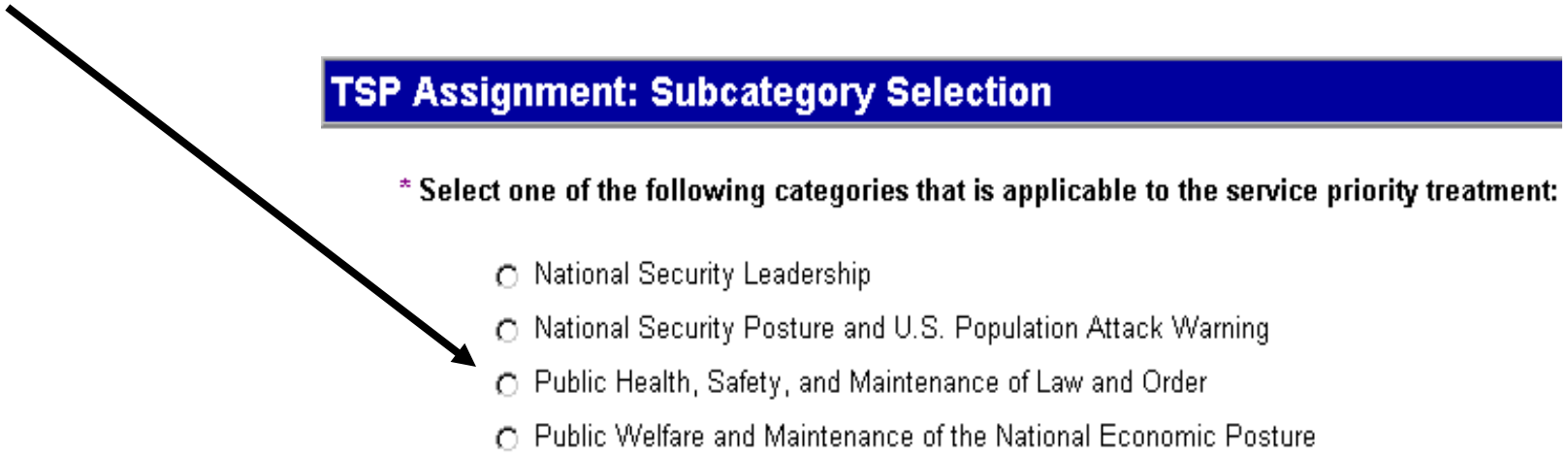
TSP INFORMATION (cont)

- **National Security Posture and U.S. Population Attack Warning.** This subcategory covers those minimum additional telecommunications services essential to maintaining an optimum defense, diplomatic, or continuity-of-government posture before, during, and after crisis situations. Such situations may range from national emergencies to international crises, including nuclear attack. Services in this subcategory are those for which a service interruption ranging from a few minutes to one day would have serious adverse impact upon the supported NS/EP function.


TSP Assignment: Subcategory Selection
* Select one of the following categories that is applicable to the service priority treatment:
National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of the National Economic Posture

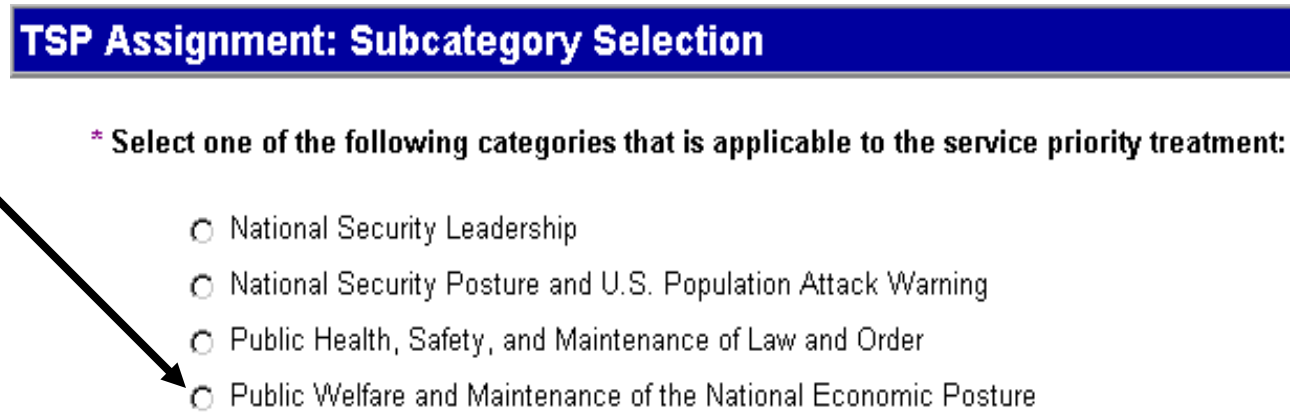
TSP INFORMATION (cont)

- **Public Health, Safety, and Maintenance of Law and Order**. This subcategory covers the minimum number of telecommunication services necessary for giving civil alert to the U.S. population and maintaining law and order and the health and safety of the U.S. population in times of any national, regional, or serious local emergency. These services are those for which a service interruption ranging from a few minutes to one day would have serious adverse impact upon the supported NS/EP functions.


TSP Assignment: Subcategory Selection
* Select one of the following categories that is applicable to the service priority treatment:
National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of the National Economic Posture

TSP INFORMATION (cont)

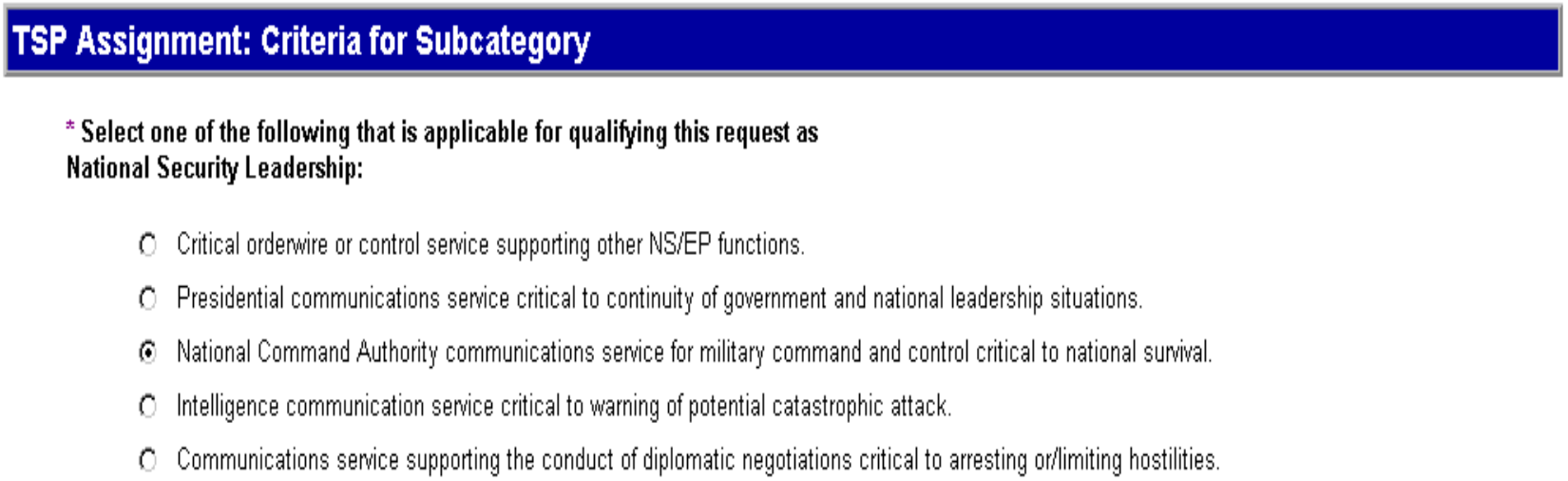
- **Public Welfare and Maintenance of the National Economic Posture.** This subcategory covers the minimum number of telecommunications services necessary for maintaining the public welfare and national economic posture during any national or regional emergency. These services are those for which a service interruption ranging from a few minutes to one day would have serious adverse impact upon the supported NS/EP function.


TSP Assignment: Subcategory Selection
* Select one of the following categories that is applicable to the service priority treatment:
National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of the National Economic Posture

TSP INFORMATION(cont)

- **Criteria for Subcategory.** Select the corresponding criteria under which this service qualifies within the subcategory.

  When the requestor selects a subcategory, the criteria listed against that subcategory appears, the requestor then selects one of the listed criteria.

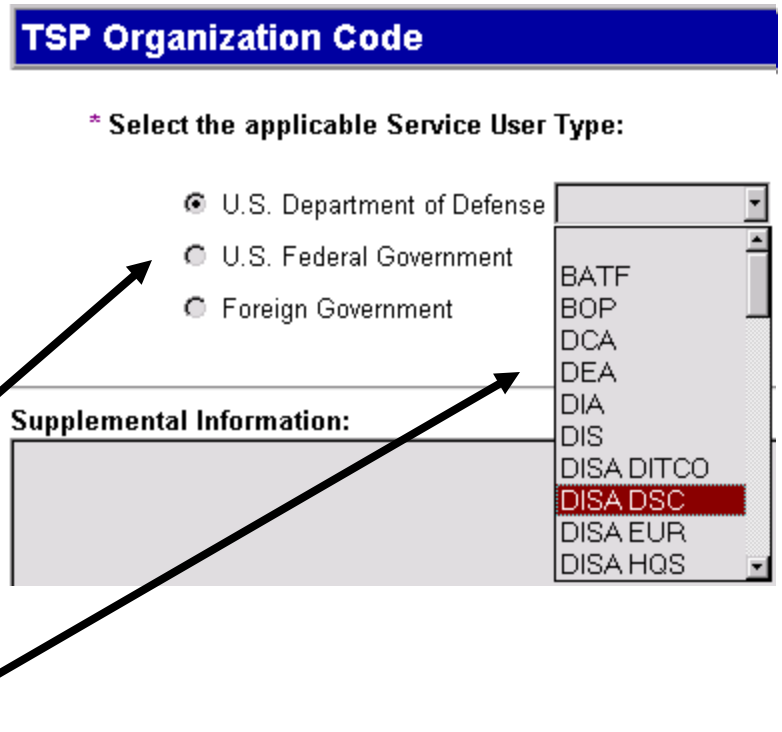

TSP Assignment: Criteria for Subcategory
* Select one of the following that is applicable for qualifying this request as National Security Leadership:
Critical orderwire or control service supporting other NS/EP functions.
Presidential communications service critical to continuity of government and national leadership situations.
National Command Authority communications service for military command and control critical to national survival.
Intelligence communication service critical to warning of potential catastrophic attack.
Communications service supporting the conduct of diplomatic negotiations critical to arresting or/limiting hostilities.

TSP INFORMATION(cont)

- **TSP Restoration Priority Requested.** Select the requested restoration priority (i.e., 1, 2, 3, 4, or 5). Final authority for assigning the restoration priority rest with the National Communications System (NCS) TSP Program Office, which is where the request will be forwarded too.
  - Enter restoration priority level requested
    - Levels 1, 2, or 3 - Outside of normal business hours if next business day is more than 24 hours
    - Note: No restoral time guaranteed
    - Don’t forget to verify requested level with chart 1 & 2 of supplement 2 to the 310-130-X

TSP INFORMATION (cont)

- **TSP Organization Code**. Select one of the following service user types. Based on the type selected, choose from the list of service end user organization codes. The applicable four-position code must be associated with the organization issuing the request.
  - Chose one of the three selections for the organization code
  - Using the pull down, select the user organization.



TSP INFORMATION (cont)

- **Provisioning Priority**
  - A provisioning priority is not routinely required for an NS/EP service.
  - In most cases, the requesting activity will request only a restoration priority. If the requesting activity has been able to adequately plan for the service, the service vendor can normally meet the service date following normal business procedures.
  - When the requesting activity requires an NS/EP service to be provisioned faster than the service vendor's normal procedures allow, the requesting activity's invocation official authorizes the invocation of NS/EP treatment.

TSP INFORMATION (cont)

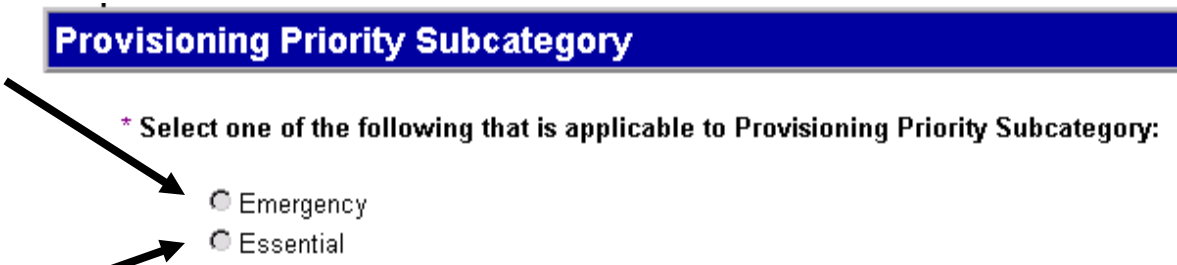
- **Provisioning Priority**
  - "Invoking NS/EP treatment" refers to notification from an invocation official that a TSP service is so vital that it must be expeditiously provisioned.
  - To invoke NS/EP treatment, the requesting activity must obtain authorization from their invocation official and then, request, and be assigned a provisioning priority code from the NCS
- **Invocation Official.**
  - **The head or director of a Federal Agency**
  - **The commander of a unified/specified military command**
  - **The chief of a military service**
  - **The commander of a major military command**
  - **The delegates of any of the foregoing**
  - **State Governors who are authorized to invoke NS/EP treatment in response to state or local disasters and/or emergencies for which no Federal participation is expected to be requested.**

TSP INFORMATION (cont)

- **Invocation Officials.**
  - Federal invocation officials may choose to delegate the authority to invoke NS/EP treatment to other appropriate individuals within their agency.
  - Delegates never have invocation authority by virtue of title alone, but must always be identified by the invocation official and designated as such in writing to the Manager, NCS.
  - Delegates of an invocation official may not further delegate the authority to invoke NS/EP treatment to another individual. Delegates may only include:
    - Generals or flag officers of a military service;
    - Civilian employees of equivalent grade (e.g., Senior Executive Service member);
    - Federal Coordinating Officers or Federal Emergency Communications Coordinators/Managers.

TSP INFORMATION (cont)

- **Provisioning Subcategory**
  - Select category which qualifies this for priority
  - Emergency. If this level is selected, specify the criteria noted in the following slide
  - Essential. If this priority level is selected, the requested service is qualified based on the criteria for subcategory noted in service profile element(s)/detail(s)


Provisioning Priority Subcategory
* Select one of the following that is applicable to Provisioning Priority Subcategory:
Emergency
Essential

TSP INFORMATION (cont)

- **Provisioning Criteria (Emergency)** Services are eligible for an Emergency provisioning priority if they directly support or result from at least one of the following criteria.

TSP Assignment: Criteria Selection

* **Select one of the following that is applicable to the Provisioning Priority Criteria:**

- ○ Federal government activity responding to a Presidentially declared disaster or emergency as defined in the Disaster Relief Act (42 U.S.C. Section 5122).
- ○ State or local government activity responding to a Presidentially, state, or locally declared disaster or emergency.
- ○ Response to a state of crisis declared by the National Command Authorities (e.g., exercise of Presidential war emergency powers under Section 706 of the Communications Act, supra).
- ○ Efforts to protect endangered U.S. personnel or property.
- ○ Response to an enemy or terrorist action, civil disturbance, natural disaster, or any unpredictable occurrence that has damaged facilities whose uninterrupted operation is critical to NS/EP or the management of other ongoing crises.
- ○ Certification by the head or director of a Federal agency, commander of a unified/specified command, chief of a military service, or commander of a major military command, that the telecommunications service is so critical to protection of life and property or to NS/EP that it must be provided immediately.
- ○ A request from an official authorized pursuant to the Foreign Intelligence Surveillance Act (50 U.S.C. Section 1801 et. seq. and 18 U.S.C. Sections 2511, 2518, 2519).

TSP INFORMATION (cont)

- **The purpose of priority provisioning for an Essential NS/EP service is to satisfy a requirement for a new (or change to an existing) NS/EP service that must be installed by a specific date that cannot be met without invocation. Essential services may be assigned provisioning priority levels 5, 4, 3, 2, or 1.**

- **In most cases, an Essential service will be assigned a restoration priority and a provisioning priority at the same level. (Slides describing the restoration criteria a service must meet to qualify for the subcategories apply to essential provisioning as well.)**

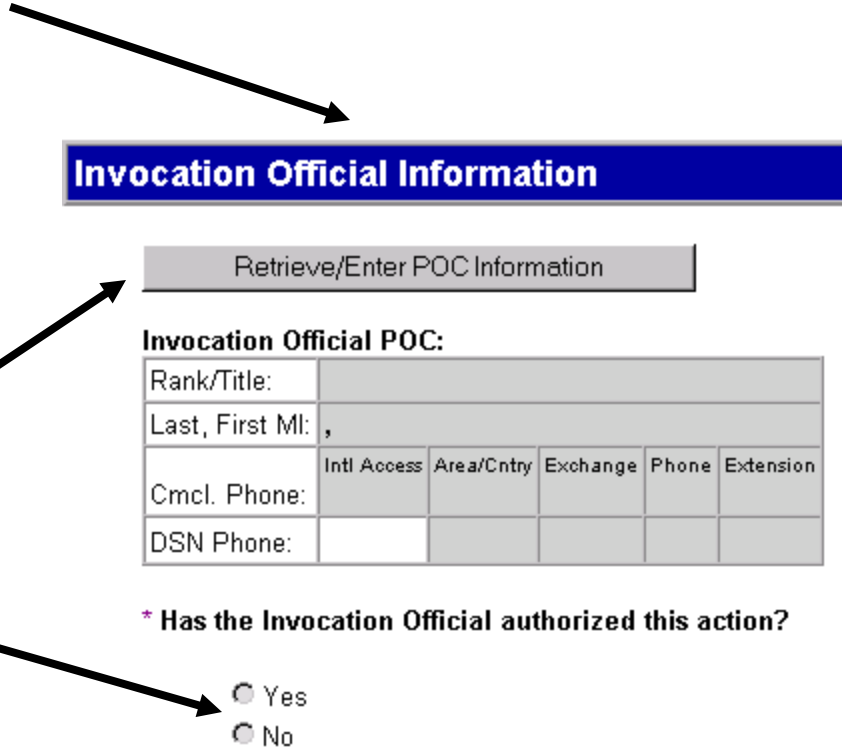
TSP INFORMATION (cont)

Provisioning Priority Requested
* Select one of the following that is applicable for the provisioning priority being requested:
5 4 3 2 1 E

- **Provisioning Priority**
  - **Enter 1, 2, 3, 4, 5 for essential or “E” for emergency NSEP.** Based on the selection noted above, select the requested provisioning priority level (5, 4, 3, 2, 1, or E). (NOTE: If "Emergency was selected this field will default to "E.") If this service does not meet all the elements/details for a given priority level, but, nevertheless, a higher priority level is warranted, enter that priority level and state appropriate rationale in the supplemental information field. All information presented will be considered; however, final authority for the assignment of a provisioning priority rest with the MGR NCS.

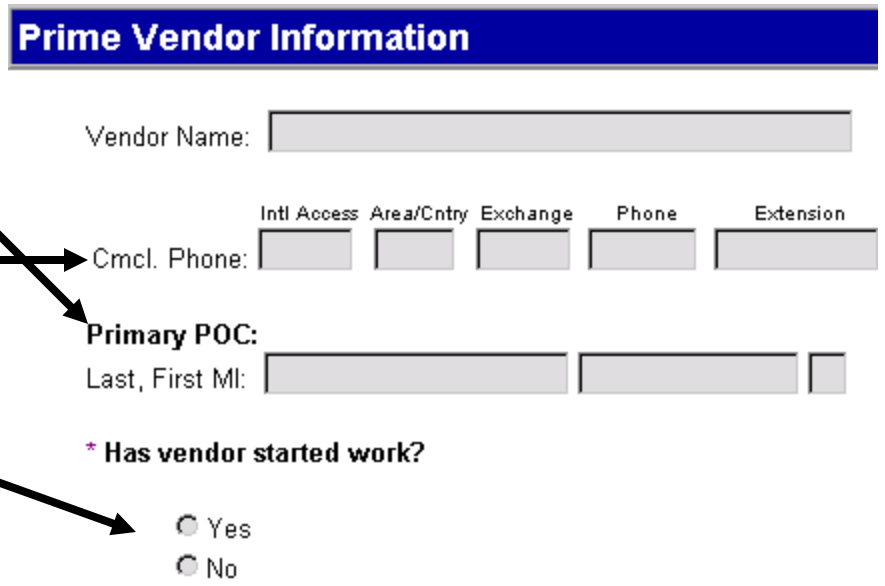
TSP INFORMATION (cont)

- **Invocation Official Information**
  - Enter the name of the invocation official. This person must be an authorized official as defined.
  - Hit the retrieve/enter POC Information button which will take the requestor over to the CADS.
  - Select the the individual from the CADS list.
- **Authorization.** If the invocation official has authorized this action, select "Yes," if not, select "No."



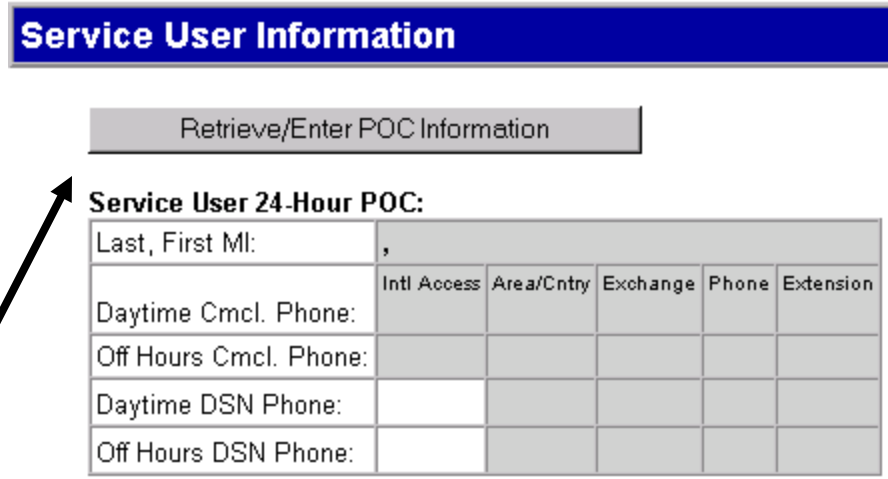
TSP INFORMATION (cont)

- **Prime Vendor Contact**
  - Enter vendor's POC if an order is in progress (essential NSEP)
  - Enter the company, name, and telephone number and the prime vendor point-of-contact if known.
- **Order in Progress**
  - Enter "Y" for yes or "N" for no



TSP INFORMATION (cont)

- **Service User Information**
  - Enter the title (or name if no title is available) of the service user 24 hour point-of-contact for this service. This item is required if requesting a provisioning priority.
  - This person has to be available 24 hours a day and may be contacted if the service vendor has questions or needs assistance (e.g., off-hours access) during provisioning or if there is any problem with this service.
  - Again, this information is accessed over in the CADS.

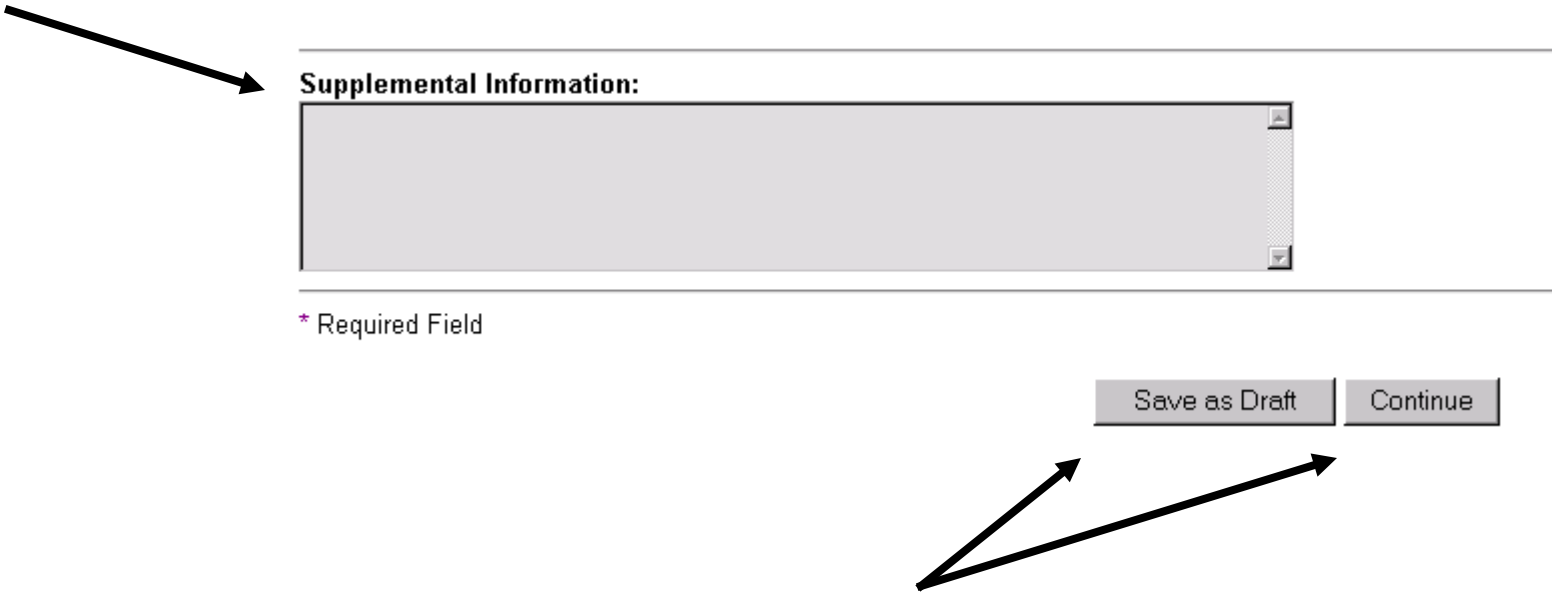


TSP INFORMATION (cont)

- **Supplemental Information.** Enter additional information to be used by the TSP Program Office to help understand the requested service and to aid with the assignment of the appropriate priority level.
  - Describe in general terms what function and/or mission the service supports
  - Enter the approximate number of end points if this is a multiple point service.
  - Avoid using or citing acronyms, "buzz" words, publications, instructions, or directives which are common only to one specific organization.
  - Whenever supplemental information is entered, the new entry will completely replace any previously reported supplemental information for the service. Therefore, do not simply "add" supplemental information unless all previously reported information is also repeated.

TSP INFORMATION (cont)

- **Supplemental Information.** At the end of each section (restoration and provisioning) is a block to fill in supplemental information. Complete this section as necessary based on the information requested in the last slide.



Once all information has been filled in, the requestor clicks on the appropriate block to continue working on the TR.